

To Whom It May Concern:

This is an attempt to accurately explain the problem that I am having with AmerenIP. Since commencing service at 1007 Kinch St. in Urbana, we have always had average bills ranging from \$125 – 300 depending on the time of year. During a very moderate month, May of 2006, I received a bill for \$859 and change. This bill along with the 8 prior months' bills all claimed to be 'ACTUAL' readings.

On May 8th I called AmerenIP and questioned the veracity of the bill. The first representative that I spoke with was Sharae. She seemed very helpful and was sure there must have been a mistake on their end because the amount of power used was **8 times** the amount normally used during May. No supervisor was available and Sharae placed me on a call back list.

Later that day a supervisor called, left a message and I called back and spoke with Judith (a supervisor) about the bill. Judith offered me multiple possible explanations for the bill. She suggested that I could have some problem with my electrical system that was drawing an inordinant amount of electricity during this month, she offered the example of a large appliance with a short which she claimed could cause such a draw. Subsequent normal bills would belie this explanation. She also suggested that perhaps my meter was broken but then they later claimed that they did tests which showed the meter's accuracy. She also suggested that the large reading could have been the result of multiple months of mistakes whereby the computer may have submitted estimates to replace the actual readings and accumulate to one large correction on my May bill. It was later claimed that this process started in October of 2005 and it was further speculated that my addition of a hottub at the end of the year was responsible. However there are several problems with this explanation, a) the hottub was added alot later than the point at which they claim the skewed readings began, b) it is a high-efficiency, insulated tub with a cover, estimated to cost \$20/month and could not amount to the **8 times spike** which they billed be for c) this explanation still does not account for why the readings were labeled 'ACTUAL' when they claim they were not at all.

I asked for a further explanation of how such mistakes could be overlooked over such a long period. She could give no explanation. More or less she said: 'We can't tell you how it happened but you do owe this money, the reading is accurate.' She finally ended the conversation by saying, and I quote: "We are not responsible for babysitting your meter." I spoke to two other representatives that day, Marta at 6 pm and Kimberly at 6:45 pm but the consensus from AmerenIP was: 'Pay the bill or we shut you off'.

I then began contacting CUB(Citizens Utility Board) . A CUB representative told me that they would follow up with a phone call to AmerenIP and that my account would be frozen while they looked into it. They also informed me that I could contact The ICC to place a formal complaint with them. After a few weeks I received a bill from AmerenIP, CUB was unsuccessful in having the account frozen and the bill as a result included late fees. I again contacted CUB, then the ICC. I spoke with Do Sean Harvell at the ICC. He explained that it was necessary that I first file an informal complaint and assured me that he would contact AmerenIP and that I would soon be hearing from a representative of the company.

On June 6th, Jan from AmerenIP called and left a message that she would be sending me a letter in

Alex Martirano
1007 Kinch St.
Urbana, IL 61802

June 15, 2006

AmerenIP
P O Box 2543
Decatur, IL 62525-2543

RE: Electric Meter 2DU35152

Dear Mr. Maritrano,

AmerenIP appreciates the opportunity to serve you. You had questions regarding your service, in particular, your electric meter, 2DU35152, and the billing.

We have researched your account and have found that the billing for your meter is accurate. Your meter was tested with an average accuracy of 100.13% which is within acceptable parameters.

From the looks of your reading history your readings became skewed around 10/24/05. We know that the reading 10/24/05 was 21910 and 4/22/06 we verified the reading of 36042. The attached spreadsheet indicates what readings were, and, if the bills were returned to our billing office to look at because of the high reading and changed by our billing office, or if the meter reading was in error. We do know that the meter would not speed up (run fast) and then slow down.

We can offer you a special agreement which bills no interest charges but, we cannot remove the billing as the meter is accurate.





FINAL NOTICE ^{PRIOR} TO DISCONNECTION

Notice Date Jul 25, 2006

If too late to mail, present at an authorized pay agent.

AMOUNT DUE	ACCOUNT NUMBER
\$857.38	74608-12659

Amt Paid \$ _____

ALEX MARTIRANO
1007 KINCH ST
URBANA IL 61802

AMEREN
PO BOX 2522
DECATUR IL 62525-2522

8050000 0074608126509 00857380 00857380 00857380

FINAL NOTICE IMPORTANT - PLEASE READ THIS IMMEDIATELY

WITHOUT FURTHER NOTICE YOUR UTILITY SERVICE AT 1007 KINCH ST
URBANA IL 61802

WILL BE DISCONNECTED UNLESS THE AMOUNT DUE OF \$857.38
IS PAID ON OR BEFORE AUG 04, 2006
FOR THE REASON(S) MARKED BELOW

☒ Past Due Balance ☐ Deposit Due ☐ Payment Returned

Account Number
74608-12659

Service to Date
JUN 21, 2006

Last Payment
\$247.83

Was Received on
JUL 18, 2006

PLEASE CONTACT US NOW BEFORE YOUR SERVICE IS DISCONNECTED.

**FURTHER BILLING WILL NOT CANCEL THIS NOTICE.
FURTHER WRITTEN NOTICE WILL NOT BE GIVEN BEFORE DISCONNECTION.**

If the amount due shown above has not been paid by the date indicated, your service is subject to immediate disconnection. Should your service be disconnected, we will try to restore your service on the day we receive your payment or the next business day. An additional charge may be made for reestablishing each service and you may be asked for a deposit.

IF YOU ARE A RESIDENTIAL CUSTOMER AND SOMEONE AT YOUR HOME IS VERY SICK....

We will not disconnect your service if your doctor or local board of health calls AmerenIP immediately. They must also send a written certification to us within five days. The certification must say who in your house is sick, that he/she is a resident of the premise at this account, the illness, how long this illness will be aggravated by disconnection, and how to reach the doctor. Within 30 days of such call, you must enter into an agreement to pay the balance of your account and keep future bills paid. The certification is good for 30 days. It may be renewed for 30 days by your doctor or local board of health. If the certification is not renewed, your utility service may be disconnected after the first 30 days.

If you cannot pay the above amount, it may be possible to arrange a payment plan. Please call our Customer Contact Center at 1-800-750-7026 or for customers using a TTY call 1-800-526-0844. Our billing inquiry hours are 7 a.m. to 7 p.m., Monday through Friday. If the person you contact is not able to resolve your problem, you may ask to speak with a supervisor. If the supervisor cannot help you, you may call the Consumer Services Division of the Illinois Commerce Commission at 1-800-524-0795 or for customers using a TTY call 1-800-858-9277.

Rules pertaining to customer deposits, collection procedures and disconnecting of service are contained in 83 Illinois Administrative Code 280. This document is issued by the Illinois Commerce Commission and is available upon request from AmerenIP, at the Illinois Commerce Commission located at 527 E. Capitol, Springfield, IL, 62701, or by accessing the ICC website at <http://www.icc.illinois.gov>.

IF PAYMENT OF THIS ACCOUNT HAS BEEN MADE, PLEASE DISREGARD THIS NOTICE. THANK YOU.



PO BOX 2522
DECATUR IL 62525-2522
1-800-750-7026



Please Return This Portion With Your Payment. 35957

AMOUNT DUE	DUE DATE
\$1,024.43	Aug 17, 2006
AMOUNT PAYABLE AFTER DUE DATE	ACCOUNT NUMBER
\$1,039.88	74608-12659

Amount Enclosed \$ _____

*****AUTO** SCH 5-DIGIT 61801
00023167 01 AV 0.293 01
ALEX MARTIRANO
1007 KINCH ST
URBANA, IL 61802-5520

AMERENIP
P.O. Box 2522
Decatur, IL 62525-2522



6040000 0074608126509 01024430 00167050 01024430

Keep This Portion For Your Records

ACCOUNT NUMBER	74608-12659
NAME	ALEX MARTIRANO
SERVICE	1007 KINCH ST
AT	URBANA, IL 61802

BILL DATE	Jul 27, 2006
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TOTAL AMOUNT DUE BY	Aug 17, 2006	\$1,024.43
AMOUNT PAYABLE AFTER DUE DATE		\$1,039.88

Payment Received on Jul 18, 2006 \$247.83

TYPE OF READING	METER NUMBER	SERVICE FROM TO	NO DAYS	PREVIOUS METER READING	PRESENT METER READING	READING DIFFERENCE	METER MULTIPLIER	THERM FACTOR	USAGE	R D
Total Therm	1TC38471	06/21-07/25	34	7665.0000	7686.0000	21.0000	1.0000	1.00000	21.0000	E
Total KWH	2DU35152	06/21-07/25	34	38031.0000	39532.0000	1501.0000	1.0000		1501.0000	E

Service To			SUMMARY			Service To		
Total KWH	07/25/2006	1501.0000	Sales Therm	07/25/2006	21.0000			

NATURAL GAS SERVICE BILLING

Rt 51 Res Gas Standard - Space Ht		Service From 06/21/2006	To 07/25/2006
Account Charge			\$10.72
Del Chg-Company Supplied Gas	21.00	@ \$1.3355000	\$2.80
Gas Charge	21.00	@ \$.70886105	\$14.89
Total Service Amount			\$28.41
Illinois State Gas Revenue Tax			\$0.50
Urbana-Champaign Co Municipal Charge			\$1.46
Illinois State Commerce Commission Tax			\$0.03
Total Tax Related Charges			\$1.99

METERED ELECTRIC SERVICE BILLING

Rate 2 Res Elec Svc - 1 Ph		Service From 06/21/2006	To 07/25/2006
Total Energy Charge	300.00 KWH	@ \$.08315000	\$24.95
Total Energy Charge	1,201.00 KWH	@ \$.07515000	\$90.26
Account Charge - 1 Phase			\$8.41
Instrument Funding Charge	1,501.00 KWH	@ \$.00720000	\$10.81
Instrument Funding Charge Credit			-\$10.81
Total Service Amount			\$123.62
Urbana-Champaign Co Municipal Charge			\$8.08
Illinois State Electricity Excise Tax			\$4.95
Total Tax Related Charges			\$13.03

Current Amount Due
Prior Amount Due
Total Amount Due

Paid

\$167.05
\$857.38
\$1,024.43

Your late payment charge has been waived.

This bill includes a previous balance. If this amount has been paid, please accept our thanks and pay only the current charge.



P.O. Box 2522
Decatur, IL 62525
1-800-755-5000

USE PER DAY	ELECTRIC KWH	GAS THERMS	TEMP
THIS PERIOD	44.1	0.6	77
SAME PERIOD LAST YEAR	25.8	0.4	78